VA MAP Open Enrollment Call – November 24, 2020

The items below represent updates shared on the call, including answers to questions.

SFTP Folders for Sending Documents to VA MAP
- Sub-recipients still needing set-up/access to SFTP folders or if they have not received an update on their submitted request for access should contact Tina Gorman (cristina.gorman@vdh.virginia.gov).

Reminders on Insurance Worksheets and Documents
- Review insurance enrollment worksheets for completeness and accuracy before submitting to VA MAP. Some submitted worksheets are missing information or have incorrect information on them, which may cause delays in paying the initial premium.

- Ensure supporting documents are legible. Some documents are blurry or dark and can not be read.

- Requests for clarifying/additional information from VA MAP or Benalytics need a prompt response to prevent delays in processing the enrollment documents.

- For family plan enrollments, all persons on the insurance plan must be VA MAP clients. A separate insurance worksheet must be submitted for each client under the plan. The monthly premium amount should be included on the subscriber worksheet only. The spouse/dependent worksheet should have a zero ($0) listed as the premium. Not submitting an insurance worksheet on the spouse/dependent may cause a delay in the issuance of the Ramsell copay card.

- If a client is categorically ineligible for Medicaid (i.e., does not meet the residency requirement or does not meet the work history requirement), the agency staff can submit a signed attestation on agency letterhead stating which criteria the client does not meet. This attestation can not be submitted for clients that do not meet Medicaid's income and household requirements - proof of income must be submitted in these cases.

- Refer to the Medicaid income tables on CoverVa.org or on the VA MAP website. Worksheets have been received that reference a client not being eligible for Medicaid, but the proof of income included indicates the client does meet Medicaid's income requirements.

Medicaid Information
- Check CoverVa.org for updates on the emergency provisions the Department of Medical Services (DMAS) has enacted due to COVID-19, including not terminating Medicaid coverage for most current enrollees even if they no longer meet Medicaid requirements. Updates on this provision should be listed on that website.

Marketplace Information
- It was shared by multiple call participants that the Marketplace has implemented new steps in determining the affordability of employer coverage for applicants. Please refer to the Marketplace for additional information.

Benalytics Information

- Clients that set enrollment appointments with Benalytics are typically contacted within 5 minutes of that appointment time. If Benalytics has not contacted the client at the set appointment time, have the client contact Benalytics at 855-483-4647.

Premium Payments

- The first set of January 2021 premium payments will made by December 4.

Ongoing Data Exchanges

- VA MAP is sending Benalytics weekly lists of newly enrolled clients that may qualify for insurance enrollment. Benalytics is also receiving lists of clients that have completed enrollments at other enrollment sites to prevent additional outreach to those clients.

- VA MAP can share some enrollment data with subrecipients. VA MAP previously asked all subrecipients to provide a list of their current clients. This was requested to ensure VA MAP could match client data and send updates or requests for information to the correct agency servicing each client. Many agencies have not provided this information. If this client list was provided, the data team can match enrollment data received on the clients and upload the lists to the agency's SFTP folder. Subrecipients wanting this client enrollment information should contact Tina Gorman (cristina.gorman@vdh.virginia.gov).